1999 Communications and Customer Service Conference

November 2 - 4

TRACK 1

Communications

W101 – 10 Things Every MTF Commander Should Know about TRICARE Communications

LTC Gregory Birdsall

Director - Military Liaison Directorate (MLD), TMA

TRICARE Updates

TRICARE Management Activity

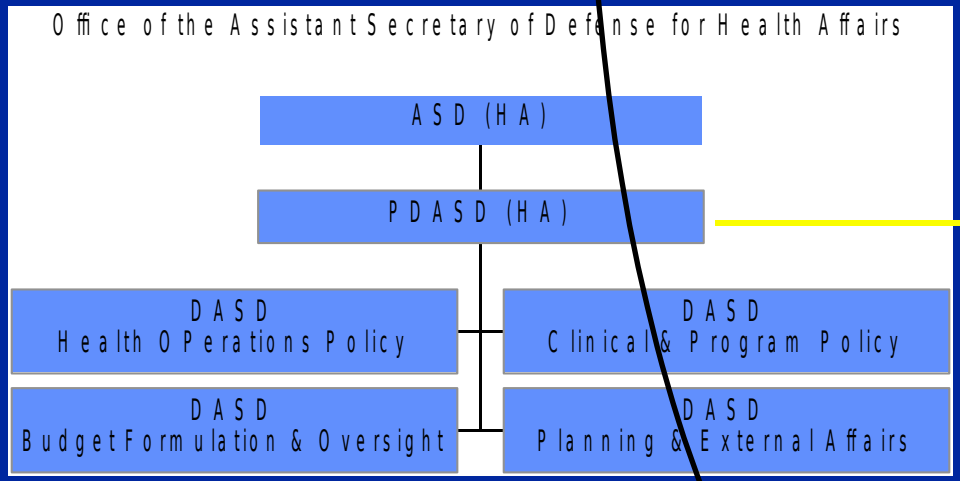
Aurora, Colorado

Agenda for C&CS Confer

- Who are we?
- What do we do?
- How can we help each other?
- What are the issues?

OLD TSO

New Organization



TRICARE Management Activity (TMA)

Executive Director, TMA

Deputy Executive Director, TMA

- **Director, IT&R**
- **Director, RM**
- **Director, Medical Affairs**
- **Director, Operat.**
- **Director, Acqui. Mgt**
- **Director, Cust. Serv. & Comm.**
- **Director, Admin & Person.**
- **Director, Analysis & Eval.**

COMMUNICATIONS AND CUSTOMER SERVICE
AS OF TODAY

Communications & Customer Service
Col Frank Cumberland
Director
Gary Whittaker, Dep Director

TRICARE Military Liaison Directorate
**LTC Gregory Birdsall USA

Program Integration
Joe Salko
Director
Vacancy (GS8)

Lynn Parker
Mark McKenzie

TRICARE Marketing Office
Ernestyne Forbes, Director
Stephanie Blaydes, Dep Director

Tawanda Williams
TMO Action Officer

Service Marketing Liaison
**LTC Fowler - Air Force
**Bo Cothran - Army
***Rolando Estrada - Navy

***Lisa Lowe - Office Manager

*** Stella Clarkson

Communications
* Gary Whittaker Director
Norma Rumbaugh, Dep Director
Gail Amare, WEB

Public Affairs Branch
*Sylvia Sullivan, Acting Chief
*Dave Potts

Customer Service & Beneficiary
Marcia Bonifas, Director
* CMSGT Kevin Brown
*Susan McMarline

Beneficiary and Provider Services
*Thelma Harrison, Director
*Vacant, Deputy
***Administrative Assistant

*Bill Harlin, *Karen Boylin
*Karen Priano, *Sylvia Boyle
*Margaret Evans, *Kathy Knutz
*Clarence Villapando

**MAJ Paul Wuerdeman USA
**MAJ Kirsten Watkins USAF
**CMSGT Debbie Walker USAF
**SMSGT Irma Sewell USAF
**MSG James Williams USA
**HMI Doug Elsesser USN
** LTJG Marilynn Noble
**LCDR Michael Anaya USN

* Colorado
** Service Representatives
*** Contractor Support

Who is MLD?

- Staffing:

	Officer	Enlisted
Air Force	1	2
Army	2	1
Coast Guard	1	0
Navy/Marine	1	1
	5	4

What do we do?

- 75% Education
  - Beneficiaries, Lead Agent Staff, Contractor Staff, Hospital Staff, & anyone else interested
  - In town - 640 per year & rising
  - On the road - 15,000 worldwide
- 20% Liaison
  - Each service performs a role as liaison to the service Surgeon General
- 5% HBA

What is a TBASCO?

- TRICARE Basic & Advanced Student Course
- 3 1/2 day course - in Denver, CO- conducted 8 times per year.
- Utilizes outside instructors as well as our own staff
- A comprehensive TRICARE course, recommended for anyone working in or around TRICARE.

What is a TBASCO?

- Covers the following subjects:

TRICARE from the beginning

Active Duty & TRICARE Prime
Prime & Standard

Reality of the “Triple Option”

Selected Program Benefits
Supplemental Coverage

TRICARE Prime

TRICARE Standard/Extra

TRICARE Overseas Program

Program for Persons with Disabilities

What are the Costs?

Cost exercises for

When TRICARE pays

TRICARE

Once upon a claim

DEERS

TRICARE Dental Plans

DoD Demonstrations

When can I attend?

- Courses are scheduled for:
  - 5-8 Oct 99
  - 16-19 Nov 99
  - 11-14 Jan 00
  - 8-11 Feb 00
  - 4-7 Apr 00
  - 2-5 May 00
  - 11-14 Jul 00
  - 1-4 Aug 00
  - POC: HM1 Doug Elsesser, DSN 926-3621

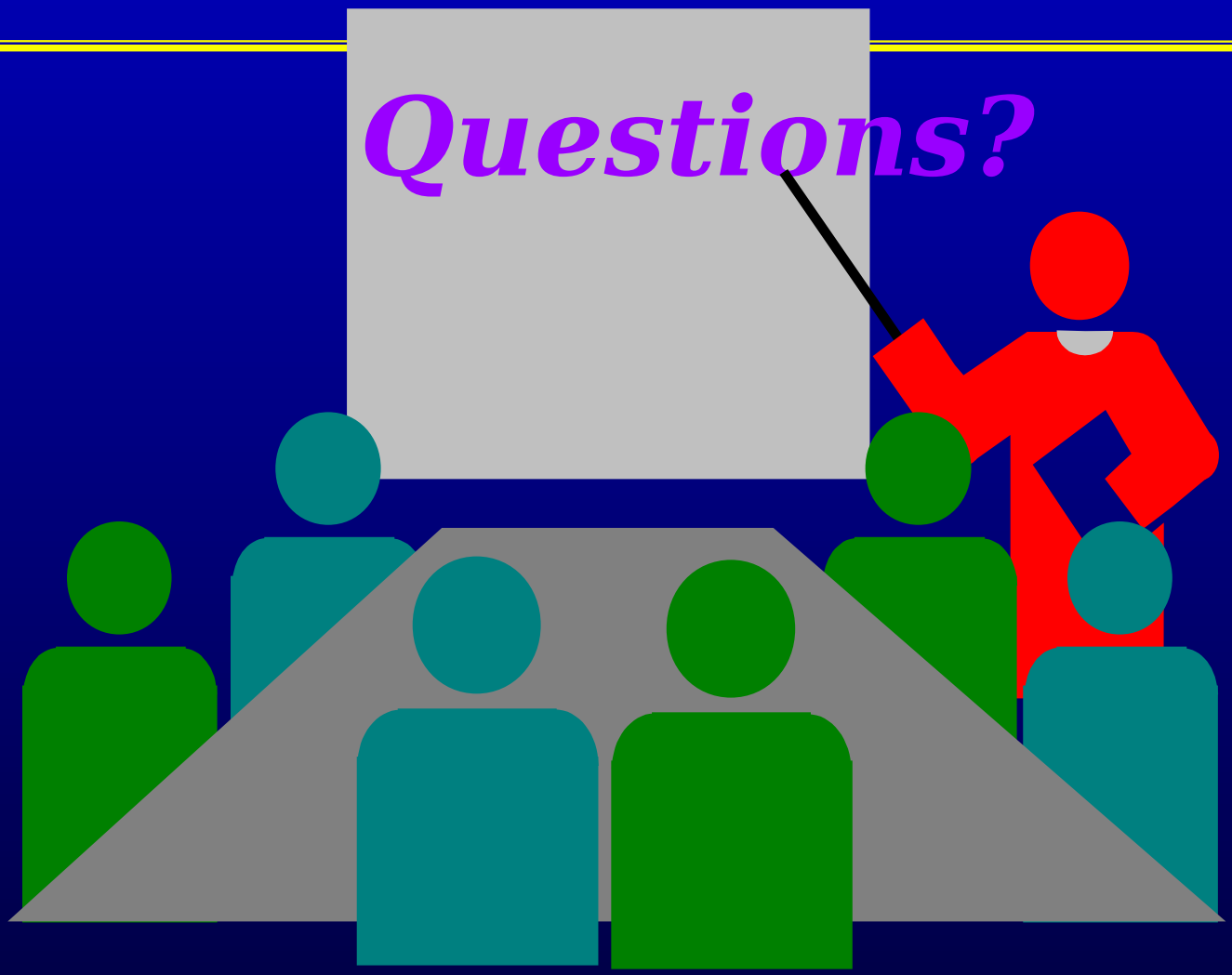
How can we help each other?

- Verifying information prior to publishing
- Sending a representative to conferences
- Sending a representative to man booths
- Your POC for any TRICARE issues

What are the issues?

- Education, Education, Education
- TRICARE Prime Remote - 1 Oct 99
  - Info paper in Update Book
- Difficulties in filing claims
  - Empowerment???
- Who do I see when I have a problem?

Questions?



1999 Communications and Customer Service Conference

November 2 - 4